

# Your Local Pharmacy Newsletter

## Stay healthy this Winter by seeing your Pharmacist

Your Local Pharmacy Newsletter keeps you informed about news that affects your area as well as new services that are available from your local pharmacy.

Discover how your local pharmacy can help and support you and your family, with a range of professional healthcare services and advice that can help you stay as healthy as possible.

This Winter, we have the Winter Well Campaign, aimed at giving local people all the information they need to keep warm and well this winter.

Flu is a highly infectious illness that can spread rapidly. If you're at risk of complications from flu you may be eligible for a free flu jab, otherwise your pharmacy can provide this for you privately.

Throughout the *Winter Well Campaign*, your pharmacy will be promoting a range of aspects of winter health including:

- Self-care and pharmacy
- Seasonal flu jabs
- Infection control
- Preventing a fall
- Tips on what to wear, heating and other ways of keeping warm

Your local pharmacy is an important part of your community, and is **here to serve you.**

### WHAT'S INSIDE THIS MONTH...



#### FREE FLU JABS IN 2013-2014

Over 65? You can now receive free flu jabs at your local pharmacy...

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#### ELECTRONIC PRESCRIPTION SERVICE

Get repeat prescriptions from the comfort of your own home...

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**STOP FLU THIS WINTER  
GET YOUR FLU JAB NOW  
POP INTO YOUR LOCAL PHARMACY**

## Saving Lives

Your qualified pharmacist will help keep you safe by checking that your medicine is right for your condition, and that you are taking the correct dose.

## Improving Health

Your pharmacist can help you to give up smoking with expert advice and support, and can help you decide which treatments will work for you.

## Keeping You Well

Your local pharmacy is there to offer support and advice that will help you stay healthy and support management of long-term conditions such as Asthma. You can talk confidentially to your pharmacy team about any health issues or concerns you may have.

## FREE FLU JABS IN 2013-2014

*All patients over 65 and other vulnerable groups can receive free flu jabs at your local pharmacy. Ask your friendly, local pharmacist for more information.*

“ The pharmacists on your doorstep provide easy access to health and wellbeing services. They have the ability to help residents improve their health and access support services. By supporting the network of local pharmacies you are ensuring your family's long-term health interests. Many pharmacies in your area are a door to health & wellbeing services. I urge you to use and support your local pharmacies. Let us work together to improve and protect local services. ”



**Stephen Timms**

MP for East Ham

## Did You Know...?

- Pharmacists provide you with a personal and confidential service in your local community.
- Pharmacists can provide “aids to daily living” and mobility equipment including walking sticks and wheelchairs as well as dispensing your prescriptions and other medicines.
- It takes five years to qualify as a pharmacist. They are degree qualified, experienced healthcare professionals.
- Pharmacists are subject to a number of ongoing inspections and audits to ensure that your health is safe in their hands.
- Pharmacists work in partnership with doctors, nurses, hospitals and carers to help you make the best use of your medicines, and stay healthy.

# Great news! Electronic prescriptions can be sent *directly* from your doctor to your neighbourhood pharmacy.

## Electronic Prescription Service (EPS)



EPS is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. Your local pharmacy can provide this service for you if you have repeat prescriptions.

This means you won't have to visit your GP practice just to pick up your paper prescription. Instead, your GP can send it electronically to your local pharmacy, saving you time.

## Repeat Prescriptions

If you live in Newham and you take regular medicine prescribed by your doctor, your local pharmacy could collect your prescriptions from your GP on your behalf.

Your pharmacy could even deliver your repeat prescriptions to your home, which will save you time and the effort of having to make another trip to your GP practice.



Complete the form on the next page and take it to your local pharmacy. If you need help completing the form, or you want to know more about this service, take it to your pharmacy and a member of the pharmacy team will be happy to help.

## Non-Emergency Healthcare

Your local pharmacist offers help and advice for many health problems such as treatment for minor ailments (eg pain management, coughs, colds) helping to quit smoking, advice about getting the best out of medicines for long term conditions, confidential advice on contraception and good sexual health, and much more. Your local pharmacist can help you with these and many more health issues, to give you peace of mind and save you extra visits to your GP or A & E. See your pharmacy first before rushing to A & E.

# Prescription Re-Ordering / Collection Electronic Prescription Service



## Registration Form

### PERSONAL DETAILS

PLEASE WRITE CLEARLY IN CAPITALS

Title

D.O.B

First Name

Surname

NHS Number

(this can be found at the top right hand section of your prescription)

Tel No

Mobile

Email

### DOCTOR'S DETAILS

Doctor's Name

Surgery Name

Postcode

Tel No

Please inform your pharmacist at any time if you would like to change this agreement or cancel it completely. Your personal details will only be used to allow us to collect prescriptions on your behalf, and will only be shared with your GP. Please complete the form and return it to your community pharmacy.

I am the patient

I am the patient's parent/guardian

I am the patient's representative

Signature

"I hereby authorise my prescriptions to be collected and delivered when required, either in person or by the Electronic Prescription Service (EPS) from the surgery on my behalf."

Date

**\*PLEASE TAKE THIS TO YOUR LOCAL PHARMACY\***

# Improving Your Pharmacy Services in Newham

Your local pharmacists would like to know how they can improve the healthcare services they offer you in Newham.

*Please complete this form to let us know what services you would like your local pharmacy to provide. Your answers are confidential, and your personal details will not be shared with anyone. The information you give us will be used to improve the services we provide and may be shared anonymously with the local authority or NHS.*



Your Postcode

New services **you** would like:

	Y	N
Collection and Delivery of Repeat Prescriptions		
Stop Smoking Service		
Immunisation and Vaccination		
Help to use Medicines Better		
Weight Management, Diet & Nutrition		
Treating Minor Ailments		
Health Check to keep you healthy		
Breathing Problems e.g. Asthma		
Care for Terminally Ill Patients (Palliative Care)		
Monitoring of Blood Thinning Drug		
Improving Mental Health		
Prevention of Coronary Heart Disease		
Reducing Alcohol Consumption		
"The Morning After Pill"		
Other, please specify below:		

**\*PLEASE TAKE THIS TO YOUR LOCAL PHARMACY\***

# Pharmacists: Making a Difference

Lord Howe, the Health Minister, recently underlined his support for community pharmacies by insisting that pharmacists can make a real difference in improving the lives of hard-to-reach people across the country. He went on to say that pharmacists are much less frightening than GPs.



Above: Lord Howe, the Health Minister

**“ They have good working relationships with that person and can talk privately with them. They really are inspirational. Many thousands of people have stopped smoking thanks to their pharmacy teams. ”**

Lord Howe, the Health Minister

## 21,450 People Visit a Community Pharmacist in Newham Every Day.

During the last year, community pharmacies throughout Newham have helped thousands of local people look after their health:

- Your pharmacies helped **14,430** patients review their medication to ensure that they were getting the correct drugs and dosages for their condition.
- Your pharmacies supported **4,420** patients with minor ailments saving time, as well as GP and hospital resources.
- Your pharmacies have a **68%** success rate for smokers who want to stop smoking, helping them lead healthier lives.
- Your pharmacies are providing **22** new apprenticeships creating permanent jobs in pharmacies in Newham.

# Ghost Town Britain: Newham

Throughout Britain many local economies, town centres and high streets are being killed off by economic downturn and online shopping, with enormous human, social and environmental consequences.

Can they be brought back to life?

We used to be a nation of shop-keepers, but we are fast becoming a nation of shopbusters! Local shops and services, including corner shops, grocers, high street banks, post offices, pubs, and hardware stores are disappearing fast.

If we don't keep using our local pharmacies,  
***will they disappear next?***

*"Community pharmacies are too important a cornerstone of both local economic life and front line health care services to be left to vagaries of the market."*

**Molly Conisbee,**  
Ghost Town Britain:  
a Lethal Prescription

## Can We Afford To Lose Community Pharmacies?

*Is losing community pharmacies a price we want to pay?*

Your local pharmacy provides you with a range of NHS services, health advice and support right on your doorstep. Now they need your support so that they can stay in your neighbourhood.

Take advantage of the many services they provide so that your whole community can continue to benefit. Without your local pharmacy, you will have to travel further to get your medicines and other medical supplies and you will have less opportunity to get the health advice you need, close to home.



Visit your local pharmacy when you need your prescription drugs, over the counter medicines and health advice, and **help them to help you.**

## Why Use Your Local Pharmacy?

Your local pharmacy or chemist is there to provide you with professional advice and information about health and well-being issues, as well as dispensing prescription medication and selling over the counter medicines for common health problems such as coughs and colds or aches and pains.

You don't have to make an appointment to see your local pharmacist, who could save you a trip to your GP or A&E department and put your mind at rest over health concerns. They can also help you decide when a visit to your doctor is necessary.

Local pharmacists have clinical expertise as well as practical knowledge to help ensure that your medicines are supplied and used correctly and safely. If you choose to buy your medicines over the internet, you do not have the same safeguards or access to medical advice.

## Local MPs are concerned about the adverse impact of internet pharmacies on your community pharmacies.

“ Local pharmacies are an invaluable part of our high street. Easily accessible and local, they are handy and often provide a fantastic service to the community. Let us work together to improve and protect this lifeline before we start losing pharmacies in the area. ”



**Jim Fitzpatrick** - MP for Poplar and Limehouse

“ Collecting a prescription is much more than just another transaction. Local pharmacies can provide the advice that we all need about how drugs and other treatments work and how they can best return us to, or maintain, good health. You don't get that over the internet and we should all support our local pharmacies, which are a vital part of an integrated healthcare system and our local community. ”



**Lyn Brown** - MP for West Ham

“ Everyone needs a good local chemist to offer basic advice and support to maintain and improve their health. You may be surprised by the services that they are able to offer this winter. Pharmacies are as much a part of the community as they are a part of the NHS. They provide jobs for local people, they provide an important resource on every high street and they can help you decide if you need to see a doctor. Most pharmacies now have a private consultation area for patients to discuss issues. ”

**Kevin Mansell** - Patient Champion